

05 GF-113
(4220)



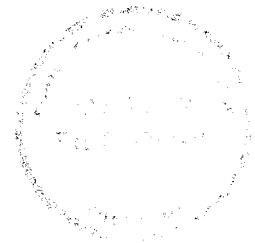
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RECEIVED

May 28, 2002

Ms. Lynda L. Dorr
Secretary of the Commission
Public Service Commission of Wisconsin
610 North Whitney Way
P.O. Box 7854
Madison, WI 53703-7854



Re: Filing Requirement per Wis. Admin. Code Ch. PSC 113.0604

4220-GF-100

Dear Ms. Dorr:

Pursuant to Wis. Admin. Code Ch. PSC 113.0604, on April 30, 2002, Northern States Power Company – Wisconsin (NSP-W), d/b/a Xcel Energy, filed its Annual Report regarding various reliability, maintenance and performance data for 2001. Upon review of that filing, an error was discovered in the 'average speed of answer' calculation as found in Tab 9. Attached to this letter is an updated Tab 9.

On the attached page, the average speed of answer changes from 53 seconds to 46 seconds. An incorrect weighting was used (10 months instead of 12 months) in the original filing. Also, the year "2000" as stated in the sentence before the table should have referenced year "2001". However, the monthly speed of answer for the three categories of calls as found in the table are correct as originally filed.

I apologize for any inconvenience this may have caused. Please contact me at 608.280.7301, or at brian.r.zelenak@xcelenergy.com if you have any questions.

Respectfully submitted,

Brian R. Zelenak
Manager, Regulatory Policy

enc.

c: J. Loock
Internal

MFC
6/1/02

Average Monthly Speed of Answer

PSC 113.0604(3)(c)

The overall average speed of answer (ASA) for customer service calls including billing problems, outages, and emergencies for year 2001 was 46 seconds. The ASA is weighted based on the call volume for the different call types. This calculation uses the average speed of answer as defined in § PSC 113.0503(1) (b).

The year 2001 monthly average speed of answer for billing problems, outages and emergencies were:

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Billing	132	49	24	43	30	35	12	13	8	10	16	23
Outages	139	71	38	136	58	157	98	99	17	28	89	36
Emergencies	12	8	3	13	10	9	5	5	3	4	4	8

Xcel Energy Contact :

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